FRANCOTYP-POSTALIA

Optimail

Postage meter

Operator Manual

Please read this operator manual before using the Optimail postage meter.
Please keep the manual near the Optimail at all times for reference.

Quick Reference Guide The quick reference gives you an overview of the most frequently used functions.

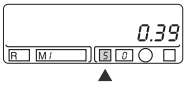
The following keywords and symbols identify the safety tips in this operator manual.

Warning! indicates a potential hazard which may result in injury.

Caution! indicates a potential hazard that may result in damage to the Optimail or impair the metering process.

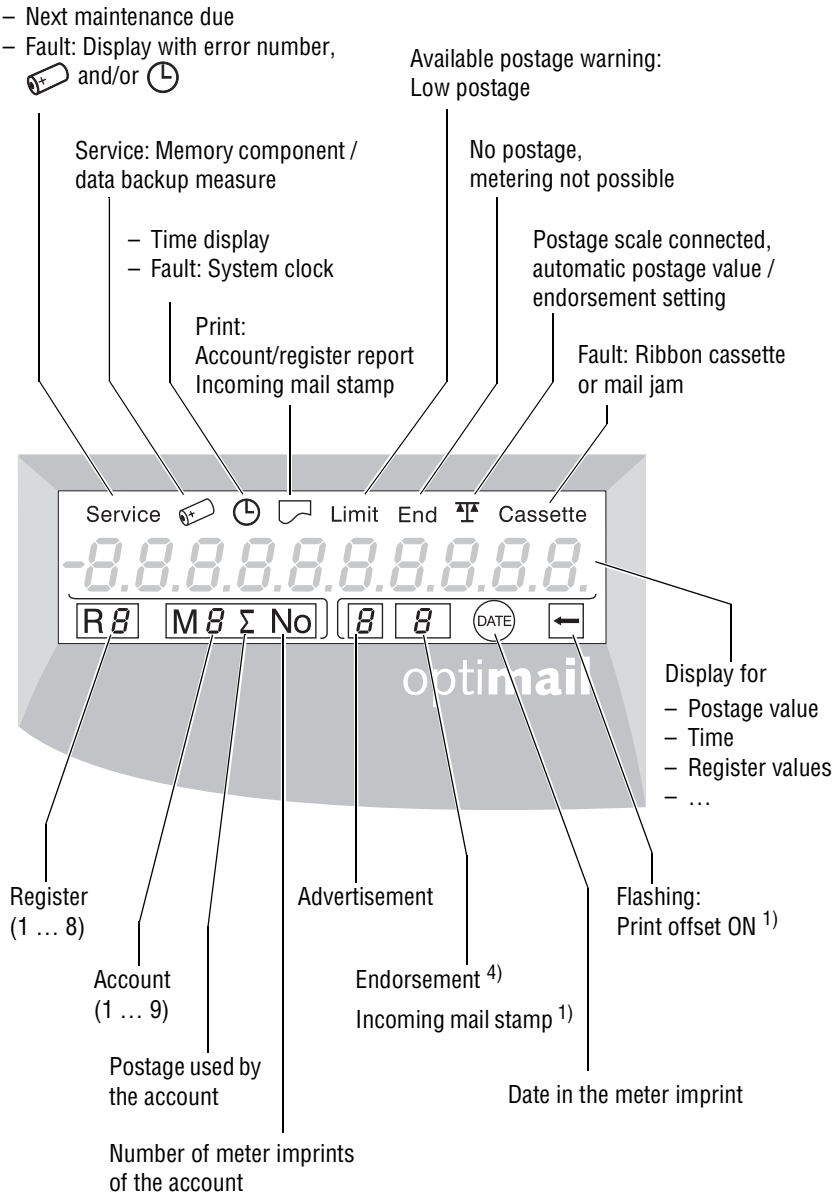
The following symbols and graphic representations are used in this operator manual:

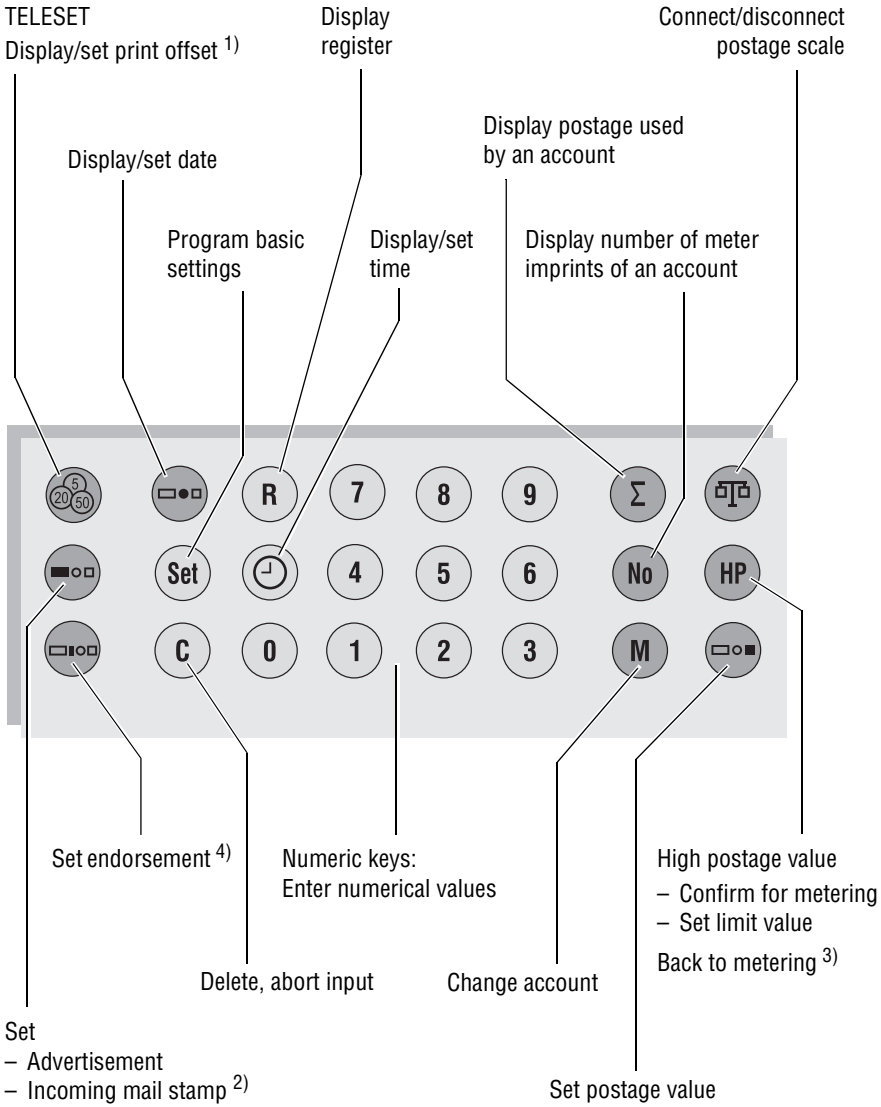
A tip offers advice or additional suggestions for improving the operation.



Displays show the inputs and current settings. Fields which refer to the text have a dark background. An arrow points out a field to which you should pay special attention.

The keys to be pressed are highlighted in the key field symbol.
In the example: Press the Postage value key.


– Next maintenance due
– Fault: Display with error number, and/or
Available postage warning: Low postage
Service: Memory component / data backup measure
No postage, metering not possible
– Time display
– Fault: System clock
Postage scale connected, automatic postage value / endorsement setting
Print: Account/register report Incoming mail stamp
Fault: Ribbon cassette or mail jam
Service
Limit
End
Cassette
R 8
M 8 Σ No
8
8
DATE
optimail
Display for
– Postage value
– Time
– Register values
– …
Register (1 … 8)
Account (1 … 9)
Postage used by the account
Number of meter imprints of the account
Advertisement
Endorsement 4)
Incoming mail stamp 1)
Flashing: Print offset ON 1)
Date in the meter imprint



Legend

1) in incoming mail stamp mode only

2) optional, only if special incoming mail stamps are ordered

3) close 'incoming mail stamp mode' or 'account/register report print mode'

4) only available if the Optimail displays the postage in tenths of a cent ('0.000')

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1 Safety tips

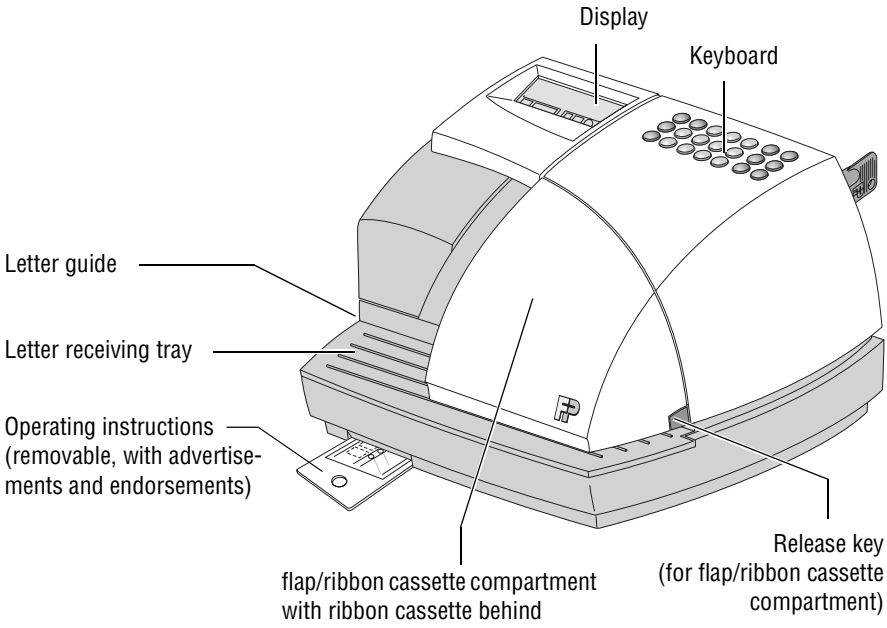
The Optimail is a fully electronic postage meter for metering letters.

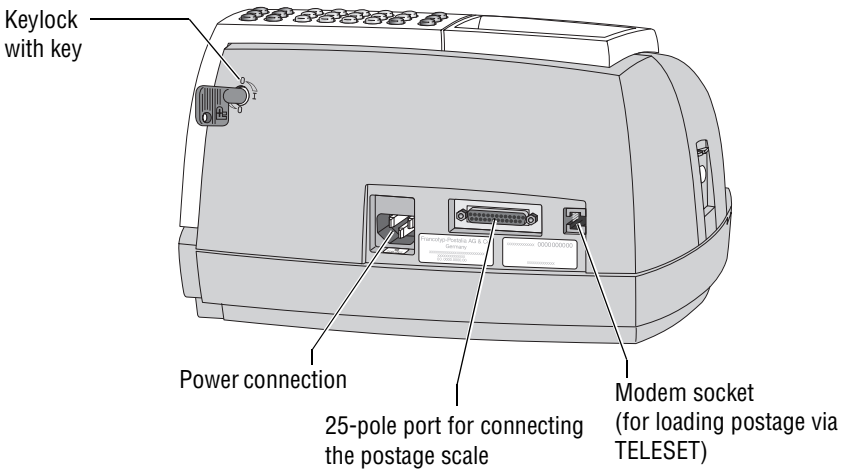
The Optimail complies with the pertinent safety regulations for office information equipment. Please observe the following tips for your own safety.

- Only use the power and interface cables supplied with the machine by Francotyp-Postalia. Makes sure that the cables are not damaged.
- Connect the Optimail to a grounded single-phase power socket only. Make sure your office power supply conforms to the power requirements shown on the serial number plate of the Optimail.
- Make sure the socket for connecting the Optimail is close by and the mains plug is easily accessible at all times.
- Switch off the Optimail and all devices connected to it before plugging in or removing interface cables.
- Never plug in interface cables during a thunderstorm.
- Switch off the Optimail before cleaning it or moving it to another location.
- Make sure that no liquids or foreign objects penetrate the interior of the Optimail. If this happens, pull out the mains plug immediately. Have the Optimail checked by your local servicing dealer before using it again.
- Only have maintenance and repair work done by qualified personnel authorized by Francotyp-Postalia. Failure to do so will result in voiding of your warranty and loss of your postal licence. You will be liable for any damages.

The Optimail is designed so that you can install and start it yourself. Please read the chapter “Instructions for installation” in the appendix to this manual. You are also welcome to contact our Service department who will help you get started.

2 A short description of the Optimail





Things worth knowing about the Optimail

The Optimail is a postage meter for small mail volumes. It meters letters up to a thickness of 0.2" (5 mm) and self-adhesive FP labels.

Mode of operation

All the information for the metering process is electronically stored. The memory component provides space for new advertisements.

The settings for the meter imprint can be selected quickly and easily at the push of a button. The display shows you the current settings at a glance. You only have to put the letter in place – the Optimail takes the letter, meters it, and ejects the ready to send letter to the right.

Very clean meter imprints
Fast cassette change

The thermal printing process provides a clean, smudge-proof imprint. The solid ink on the ribbon is heated up as it passes the thermal printhead. Under pressure, the liquefied ink penetrates the paper of the envelope and remains permanently bonded. The ribbon cassette can easily be replaced with just a few actions.

TELESET

You load postage with the TELESET process via a built-in modem – fast, comfortable and, if need be, 24 hours a day.

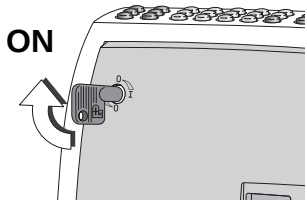
Extended functions

– Automatic date setting.
– Separate registration and accounting of the postage costs for up to 9 accounts.
– Printing of account information and register data.
– Warning of high postage values and insufficient available postage.
– Incoming mail stamp function to register incoming mail.

Operation with postage scale

You can combine Optimail with a postage scale from Francotyp-Postalia. The postage scale then controls setting of the postage value.

3 Switching Optimail on/off



Switching on

- Insert the key in the keylock on the back of the Optimail.
- Turn the key to the horizontal position (I = ON).

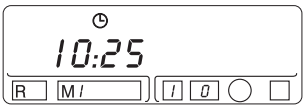
Self-test

The display shows a dash running from the right to the left side. This is concluded with two beeps. Now all segments of the display will briefly illuminate, followed by another beep. The current date is then displayed.

Ready for metering

After about 18 seconds, the self-test is completed. The Optimail will beep again and the last set postage value appears. The Optimail is ready for metering.

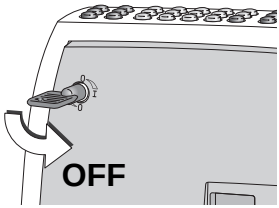
Sleep mode



If the Optimail is not used for about one minute, i.e. no imprints are made or no key is pressed, the postage meter switches over to the time display.

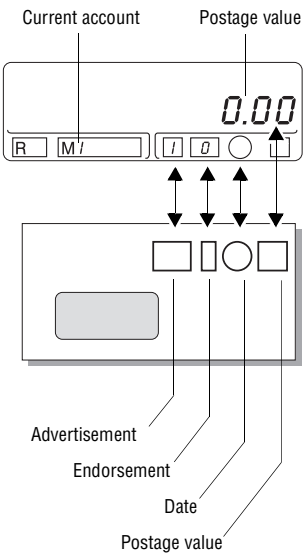
Reactivate the Optimail with the key (C).

Switching off



- Turn the key to the vertical position (O = OFF).
- Remove the key. Your Optimail is now safe from unauthorized use.

4 Metering



The display shows all the settings for the meter imprint at a glance:

– Postage value
– Date.
– Endorsement
– Advertisement

The symbolic representation of the stamp in the display makes orientation easier.

You will also find the stamp image symbol on the keys for setting the meter imprint. The assigned field is shown filled on the respective keys.

You can test the current printing settings in a trial run. Set the postage value “0” for trial runs.

Input errors

The Optimail will not accept incorrect inputs. An acoustic signal warns you that the setting is not possible with the entered values. The previous setting reappears in the display.

You can delete wrong entries with the key (C). The Optimail aborts the setting and shows the previous setting in the display.

4.1 Setting the postage value

- Type the desired postage value with the numeric keys.

You can check the entered number sequence in the display.

- Confirm with the ⇨ key.

The display shows the set postage value with decimal point.

Message ‘High postage value’

If an acoustic signal sounds and HP and the postage value flash in the display after confirming the postage value, the ‘High postage value’ is exceeded. In this way the Optimail helps you to prevent overmetering and loss of postage.

If you want to meter with the set postage value …

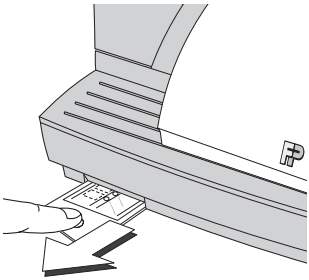
- Confirm the displayed postage value with the HP key again.

If you have accidentally set too high a postage value …

- Type a new postage value.
- Confirm with the ⇨ key.

Read Chapter 8.3 to find out how to change the limit for the ‘High postage value’ message.

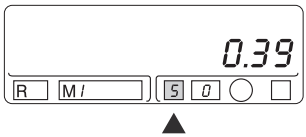
4.2 Setting the advertisement



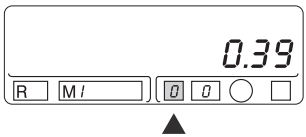
Francotyp-Postalia can equip the Optimail with up to 9 different advertisements according to the customer's wishes.

The available advertisements and the assigned numbers can be found as operating hints on the Optimail (can be pulled out at the front left).

- Select the image you want to use and find the number next to it.



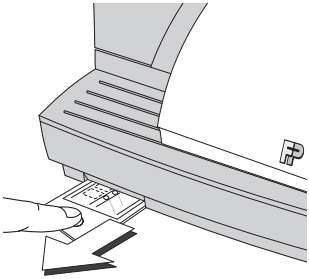
- Press the key repeatedly until the desired number appears in the appropriate field of the stamp image symbol.



Metering without advertisement

- Press the key repeatedly until "0" appears in the appropriate field of the stamp image symbol.

4.3 Setting the optional endorsement

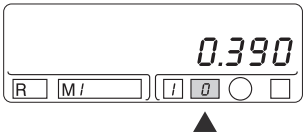


Specific types of mail can be marked with the respective endorsement imprint (e.g. FIRST CLASS, PRIORITY, NON-PROFIT).

This function is available only if the Optimail displays the postage in tenths of a cent. To switch to the '0.000' meter type, please contact Francotyp-Postalia.

The available endorsements and the assigned numbers can be found as operating hints on the Optimail (can be pulled out at the front left).

- Select the endorsement you want to use and find the number next to it.
- Press the ⊟ key repeatedly until the desired number appears in the appropriate field of the stamp image symbol.



Metering without endorsement

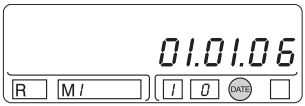
- Press the ⊟ key repeatedly until "0" appears in the appropriate field of the stamp image symbol.

4.4 Date of the meter imprint / print without date

The built-in clock sets the date for the meter imprint automatically.

Show date

- Press the ▭•▫ key.



The displayed date appears in the meter imprint when metering.

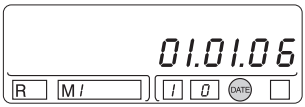
- You can end the date display with the ▭○■ key. The display shows the postage value again.

Read Chapter 8.1 to find out how to change the date of the system clock.

Printing without a date

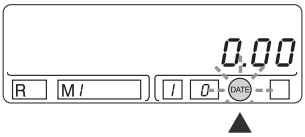
The Optimail allows the date to be omitted from the meter imprint. Please take note of the current postal regulations.

- Press the ▭•▫ key.



The Optimail shows the set date.

- Press the C key.



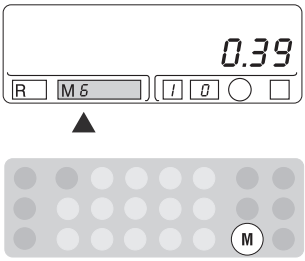
The Optimail returns to the postage value display. Short signal tones and the flashing “DATE” indicate that the meter imprint contains no date.

Printing the date again

- Press the ⇨ key. The Optimail shows the set date.
- End the date display with the ⇨ key. The display shows the postage value again.

4.5 Changing the account

The Optimail can record and evaluate meterings separately according to accounts (M1 to M9).

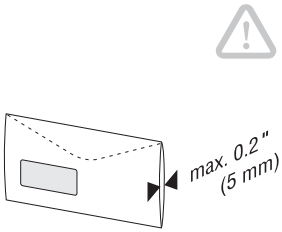


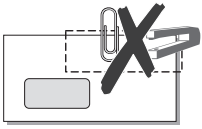
- Press the M key repeatedly until your account number appears at the bottom of the display in the ‘M’ field.

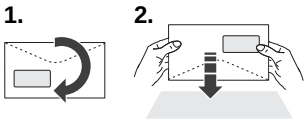
All subsequent meterings are recorded for this account. The account remains set until you select a new account.

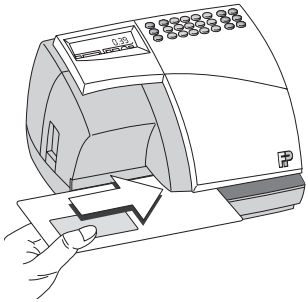
In Chapter 5 you will find detailed information about the account function.

4.6 Positioning and metering a letter









Caution! By simple preventive measures and special care when positioning letters, you can avoid gaps in the imprint, tearing the ribbon and damaging the thermal print head:

– You can meter letters up to a thickness of 0.2" (5 mm). The difference in thickness in the printing area in letters containing several sheets can lead to an irregular imprint. In this case, meter the empty envelope or use FP labels.

– Use envelopes with as smooth a surface as possible. This gives optimum imprint quality.

– Make sure you remove all staples and paper clips from the area around the imprint.

– Before imprinting, knock the upper edge of the envelopes against a smooth underlay. By aligning the content of the letter with the upper edge of the envelope you get an even surface to achieve better meter imprints.

– During metering, it is best to let go of normal format letters (e.g. Commercial #6¾, #10).
Give large envelopes (e.g. #14) a little support.

– Under no circumstances should you attempt to straighten the envelope whilst it is being printed.

How to feed a letter

- Place the letter on the letter receiving tray:
  – The side to be printed facing upwards, the address field visible.
  – The top edge must be flush with the letter guide.
- Push in the letter in the direction of the arrow until the Optimail grips the letter.

As soon as the mail sensor detects a letter, a roller presses the letter against the ribbon and print head – the printing starts. The imprinted letter is ejected to the right.

5 Account function

With the account function, the Optimail offers a tool for recording and evaluating the incurred postage costs. Nine account memories are available. Accounts may be the divisions/departments of a company or individual companies in shared office facilities.

Record Simply set the desired account for metering. The Optimail stores the number and value of meter imprints.

Evaluate You can read the number and postage used for every account. You can also print out an account report of all accounts if you want to.

5.1 Showing account data

Reading postage used by an account

- Select the desired account (M1-M9) by pressing the (M) key.

The selected account appears in the ‘M’ field.

- Press the (Σ) key.

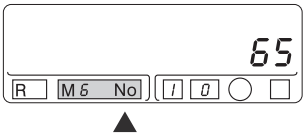
The Optimail displays the postage costs which have been accumulated for this account since last resetting the counter to zero.

Reading the number of meter imprints for an account

- Select the desired account (M1-M9) by pressing the (M) key.

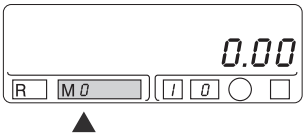
The selected account appears in the ‘M’ field.

- Press the (No) key.



The Optimail displays the number of meter imprints which have been made for this account since last resetting the counter to zero. Zero imprints are not recorded.

The ‘M0’ account



The grand total for all accounts is stored under the ‘M0’ account.

With the ‘M0’ account you can check the grand total of all accounts using the (No) and (Σ) keys.

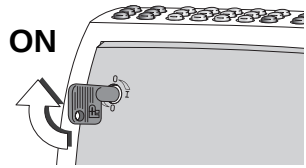
5.2 Printing an account report

The account report contains the account information (postage used and quantity) of all accounts and the register states of your Optimail.

Account report (sample)

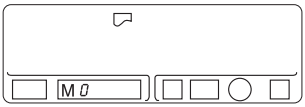
Account	Pieces	Amount ($)	Meter Number:	77123457
M1:	3	1,17	Date Printed:	01.01.06 / 10:26
M2:	4	3,48	R1: Available Postage	$ 246,81
M3:	0	0,00	R2: Postage Used	$ 53,19
M4:	0	0,00	R3: Total Postage	$ 300,00
M5:	7	3,21	R4: Total Pieces	97
M6:	65	35,43	R5: High Postage	$ 10,00
M7:	0	0,00	R6: Limit Postage	$ 100,00
M8:	18	9,90	R7: Status	0010001
M9:	0	0,00	R8: Total Prints	102

+

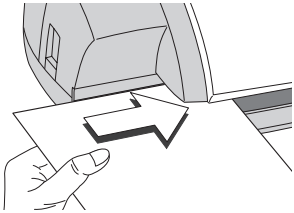


The Optimail must be switched off.

- Keep the key (M) pressed and switch on the Optimail with the keylock.



- You can release the key as soon as “M 0” for the account and the printing symbol are visible in the display.

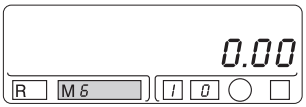


- Insert an FP label or any sheet as normal. The Optimail prints the account report.
- You return to the metering function with the (HP) key.

5.3 Deleting account information

To delete account information, reset the postage used counter and the piece counter individually to zero.

- Select the desired account (M1-M9) by pressing the (M) key.



The selected account appears in the ‘M’ field.

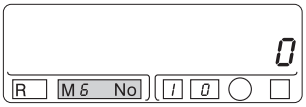
Set the postage used counter to zero

- Keep the (Σ) key pressed and press the (C) key briefly.

The postage used counter is deleted for the set account. The Optimail displays “0.00” for the postage used.

Reset piece counter to zero

- Keep the (No) key pressed and press the (C) key briefly.



The piece counter is deleted for the set account. The Optimail displays “0” pieces.

The data of the account ‘M0’ cannot be zeroed in this way. However, when the information of individual accounts is deleted, the appropriate values are subtracted from the ‘M0’ account.

6 Displaying and printing register values

The Optimail saves important parameters and postage used information in registers.

You can have the individual registers shown in the display and printed as an overview together with the account evaluation.

The following information is stored in the individual registers:

R 1 **Available Postage** – available postage in $

R 2 **Postage Used** – sum of all meter imprints in $

R 3 **Total Postage** – sum of all loaded amounts in $

R 4 **Total Pieces** – number of all meter imprints (not including zero imprints)

R 5 **High Postage** – set limit for the ‘HP’ warning (in $)

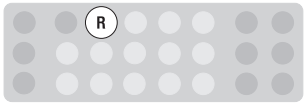
R 6 **Limit Postage** – set limit for the low postage warning (in $)

R 7 **Status** – information about machine settings for the service technician

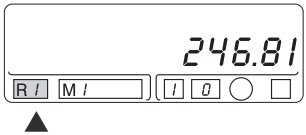
R 8 **Total Prints** – number of all meter imprints (including zero imprints)

Show register values

By pressing the (R) key, you can scroll through all of the registers.



- Press the (R) key repeatedly until the register number you want to display appears in the 'R' field.



The appropriate register value appears in the display.

You return to the postage value display function with the (C) key.

Printing register values

The register values and account information are summarized in the account report.
Read Chapter 5.2 to find out how to print the account report.

7 Loading postage – TELESET

Notes on the TELESET procedure

TELESET is the loading of the desired postage credit via modem from the TELESET data center. The modem is built into the Optimail. After entering your PIN (personal identification number) and the desired amount, the Optimail establishes a connection to the TELESET data center for the time of the actual loading process.

Accounting is as per your contract with the United States Postal Service.

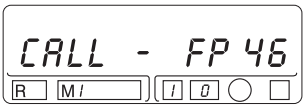
Permissible amounts

Permissible amounts for calling postage:
From 10 to a maximum $ 5,000 in steps of $ 10.
The Optimail will not accept impermissible amounts/ incorrect inputs. The amount last used then reappears in the display .

Security features

For reasons of safety, the United States Postal Service demands that the postage meter connect with the TELESET data center at regular intervals. During this contact, the TDC checks the registers and other parameters.

An internal counter allows your postage meter to determine when the next contact with the TELESET data center must be made.



When it is time to contact the TDC, the message “Call-FPxx” (possible messages are: -FP44, -FP45, FP46, FP47) will appear in the display. If you do not respond to this message within a reasonable amount of time the postage meter will discontinue operation until communication is made.

All you need to do to establish communication is conduct a normal TELESET postage loading. If you do not need postage, you may ask for a reset of zero dollars. If you have any questions, call service.

Technical note: Please do not use telephones connected to the same telephone socket during postage loading if possible. Unnecessary charges may be incurred when you lift and do not replace the telephone handset during the loading process, as the modem cannot terminate the charged connection.

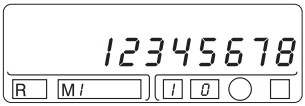
Start TELESET

Caution! The Optimail locks after 8 attempts to confirm a false personal identification number (PIN). Your Optimail can only be released for metering and loading postage again by the after-sales service.

- Make sure the Optimail is connected to the telephone socket.

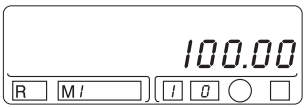
- Switch on the Optimail as usual and wait until the last set postage value appears in the display.
- Make sure the scales function is switched off. The scales symbol must not show in the display.

Enter your PIN



- Type the 8-digit personal identification number (PIN) of your Optimail (“12345678” in the example).

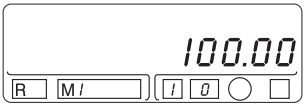
- Confirm with the key.



You are now in the TELESET mode. The amount used for the last postage loading appears in the display ($ 100 in the example).

Enter amount and load postage …

Enter the desired amount



- Leave the amount as it is or overwrite with a new value.

- Confirm the desired amount the (5 20 50) key.

The loading process now continues running automatically (establish connection, data exchange…). During the loading process, the word “Reset” and the amount being loaded will appear alternately in the display.

If you have changed the amount the word “Change” and the new preset amount will alternately appear in the display.

When the display shows the countdown on the left side:

Confirm the amount again

- To load the displayed amount, confirm with the (5 20 50) key within 30 seconds.

The countdown gives information on the remaining time to confirm.

…completed successfully

The postage is loaded when an acoustic signal sounds and the postage value appears in the display.

- Check the new available postage (register R1). To do this, press the (R) key once.

Interrupt TELESET

You can interrupt the procedure as long as the connection to the TELESET data center has not yet been established. To do so:

- Wrong entries (e.g. when entering amounts) can be deleted with the (C) key.
- You can enter a new amount and continue the procedure

  or

  exit the TELESET mode with the (C) key.

During connection setup

- Press the (C) key.

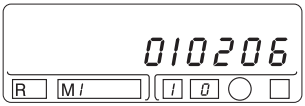
The Optimail aborts TELESET mode.
The display shows the postage value again.

You will find help for TELESET errors in Chapter 12.2.

8 Basic settings

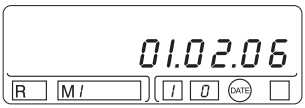
8.1 Setting the date

The battery buffered clock provides the current date and time. The set date appears in the meter imprint when metering.



- Enter 2 digits each for the month, day and year for the new date.
  Example: 010206 for the 2nd January 2006.

- Confirm the entered date with the key.



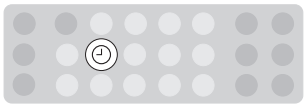
You will see the set date and “DATE” in the stamp image symbol.

- End the date display with the key. The display shows the postage value again.

The Optimail will not accept incorrect date inputs. The last set date reappears.

8.2 Setting the time

- Enter the new time.
  Example: 723 for the time 7:23.

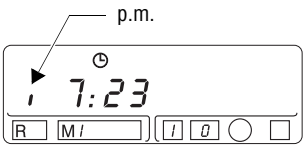


- Keep the key pressed.

The new time and the clock symbol appear in the display. The display changes between ‘a.m.’ and ‘p.m.’:

– A small vertical bar that appears to the left of the displayed time indicates ‘p.m.’

– When the bar is not present the displayed time is ‘a.m.’.



- Release the key when the display shows the desired time setting ‘a.m.’ or ‘p.m.’.

The time is now set. The postage value reappears in the display after about 2 seconds.

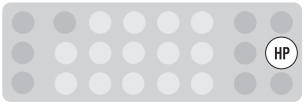
The Optimail will not accept incorrect time inputs. The time last set is retained.

8.3 Setting a high postage value

The ‘High Postage’ function indicates when the postage value exceeds the set limit.

- Type the desired high postage value (in the example: 550 for a limit of $ 5.50).

- Press the Set key. The value disappears from the display.



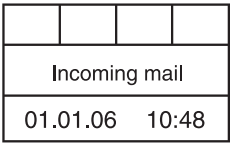
- Press the HP key.

The new limit is stored. The postage value display reappears.

You can verify the high postage value set by checking register 5. Read Chapter 6 on page 22.

9 Using the incoming mail stamp function

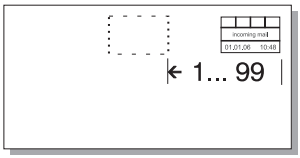
9.1 Things worth knowing about incoming mail stamp



You can use the incoming mail stamp function to register your incoming mail. It uses the postage meter's date, time and printing unit. Adjusting/ changing date and time is possible in metering mode only.

You receive a standard incoming mail stamp as the basic equipment (see illustration). On request, special stamps to your specifications can be installed. A stamp area of 1.2" x 4.7" (30 x 120 mm) is available for your text and graphic designs.

You can print the incoming mail stamp on envelopes up to 0.2" (5 mm) thick or directly on documents.

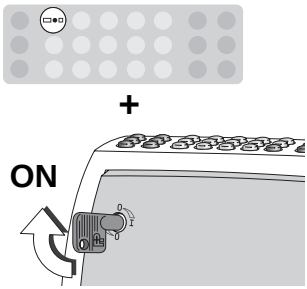


The Optimail prints the incoming mail stamp around 0.3" (8 mm) from the upper edge and 0.4" (10 mm) from the right-hand edge of the incoming mail.

You can set a print offset to relocate the imprint up to 3.9" (99 mm) to the left.

To print the incoming mail stamp on another area of the envelope, you can insert the incoming mail folded. Please note the maximum processable thickness 0.2" (5 mm).

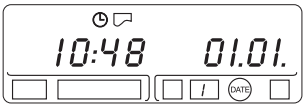
9.2 Stamping incoming mail



Starting incoming mail stamp mode

The Optimail must be switched off.

- Press and hold the key and switch on the Optimail using the key-operated switch.
- As soon as the symbol appears in the display, you can release the key.

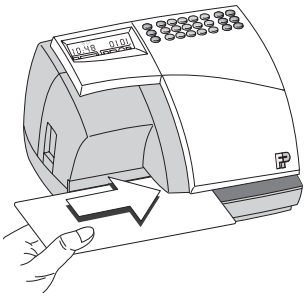


The incoming mail stamp mode is active, which can easily be seen in the display by time, date and the ◷ and (DATE) symbols. The ⌐ symbol indicates readiness for printing.

The following incoming mail stamp settings are active after switching on:
– Date and time.
– Standard incoming mail stamp (incoming mail stamp no. 1)
– No print offset.

Adjusting the settings

– Date and time can only be set in metering mode. Switch to metering mode with the (HP) key and adjust date and time as normal. Read Chapter 8.1 and 8.2).
– For setting a print offset read Chapter 9.3 on page 33.
– If several incoming mail stamps are available, you can select the imprint. Read Chapter 9.4 on page 34.



Printing the incoming mail stamp

Please note information on handling of the letters on page 17.

• Insert the incoming mail (envelope or document) on the letter receiving tray so that the side to be printed is face up.

The Optimail grips the incoming mail, prints the incoming mail stamp and ejects it to the right.

Incoming mail			
01.01.06	10:48		

For stamping thin paper you should place a sheet of paper (e.g. copying paper) under the incoming mail.

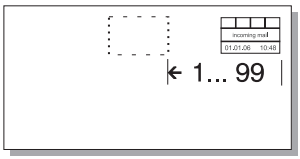
Leaving incoming mail stamp mode and switching to metering mode

- Using the HP key, you can switch directly into metering mode without restarting.

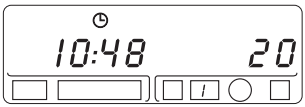
All settings from the incoming mail stamp mode (different incoming mail stamp, print offset) are lost.

In incoming mail stamp mode you can also switch off the Optimail with the key-operated switch as normal.

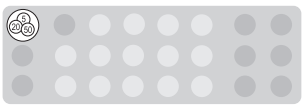
9.3 Setting a print offset



The Optimail prints the incoming mail stamp around 0.4" (10 mm) from the right-hand edge of the incoming mail. You can set a print offset, and thus increase the distance by a maximum of 3.9" (99 mm).



- Enter the desired distance with the numeric keys. Example: 20 mm (0.8").



- Confirm with the $ key.

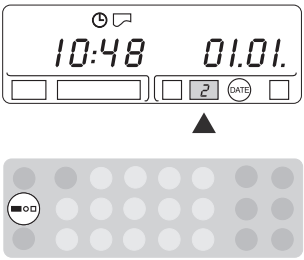
A flashing arrow pointing to the left shows that the imprint has moved.

By pressing the $ key you can display the setting of the print offset.

Switching off the print offset

- Enter “0” for the print offset.
- Confirm with the $ key.

9.4 Selecting another incoming mail stamp *(optional)*



Francotyp-Postalia can equip the Optimail with additional incoming mail stamps according to the customer's wishes.

- Press the key repeatedly until the desired incoming mail stamp number appears in the appropriate field of the stamp image symbol.

10 Using Optimail with the postage scale

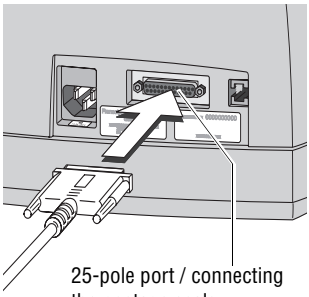
10.1 Connecting the postage scale

You can connect a Francotyp-Postalia postage scale to the standard 25-pole port. The necessary interface cable is delivered with the FP postage scale.

Caution! Switch off the Optimail and the FP postage scale before plugging or removing the interface cable.

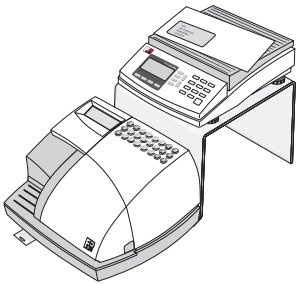
Caution! Read the operator manual of the FP postage scale before connecting it to the Optimail.

- Switch off the Optimail and the FP postage scale.
- Connect the FP postage scale to the 25-pole port of the Optimail with the interface cable.
- Screw the plugs of the interface cable to Optimail and the FP postage scale.
- Switch on the Optimail and the FP postage scale.



The FP postage scale used and the factory set machine parameters of the Optimail influence the interaction of these two devices. Our after-sales service will be glad to help you set up your system optimally.

10.2 Weighing and metering



Caution! Read the operator manual of your postage scale. Familiarize yourself especially with safe handling of the FP postage scale.

- Switching on the FP postage scale and Optimail.
- Press the key on the Optimail.

The scales symbol in the display indicates that the Optimail is ready to accept data from the postage scale.

- Select the desired mail data on the FP postage scale.
- Place the mailpiece on the weighing tray.

The FP postage scale determines the weight and calculates the right postage value.

The postage value and the endorsement setting (optional) are transferred automatically to the Optimail.

An acoustic signal signals the end of data transmission. The Optimail displays the new settings.

- Check the other settings for the meter imprint (advertisement, date …) if necessary.
- Remove the mailpiece from the weighing tray and meter it in the usual way.

Switching off the scales function

- Press the key on the Optimail.

The scales symbol in the display goes out.

The connection to the FP postage scale is interrupted.

Hints for operation with the postage scale

– Endorsements are only automatically set if your FP postage scale is harmonized with the endorsement imprint data saved in your Optimail. Read the operator manual of your FP postage scale for instructions on setting up this function.

– The ‘High postage’ function is switched off as long as an FP postage scale is controlling the postage value setting on the Optimail.

– The Optimail can be configured so that the postage value transferred by the postage scale is only valid for one meter imprint. Proceed as follows when you want to meter a stack of identical mailpieces: Weigh and meter one of the mailpieces in the normal way. Then switch off the scales function. You can now meter any number of further mailpieces with the displayed postage value.

11 Maintenance and care

For security reasons, maintenance and repair may only be performed by our after-sales service points registered with the Post Office authorities.

Have your postage meter cleaned and serviced regularly by the after-sales service. This guarantees long-term, trouble-free operation. Ask about our low-cost care and maintenance agreement.

You can do the following work yourself.

– Cleaning the outside of the housing (↗ Chapter 11.1)
– Changing the ribbon cassette (↗ Chapter 11.2).

11.1 Cleaning

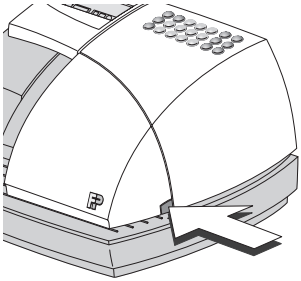
Warning! Make sure that no liquids or foreign objects penetrate the interior of the device. If this happens, pull out the mains plug immediately. Have the Optimail checked by your local servicing dealer before using it again.

- Switch off the Optimail.
- Clean dirt from he housing with a slightly damp cloth. You can use also use a commercially available washing-up liquid.

11.2 Changing the ribbon cassette

The message “Cassette” in the display indicates when you need to change the ribbon cassette.

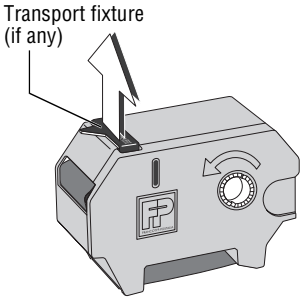
Caution! Only use original ribbon cassettes from Francotyp-Postalia.



- Open the flap of the ribbon cassette compartment by lightly pressing the release catch.

The flap swings up automatically.

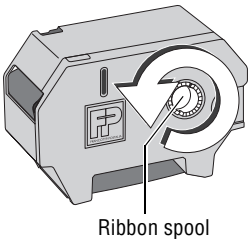
- Pull out the used ribbon cassette to the front.



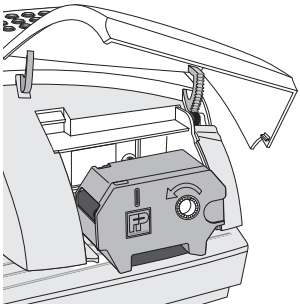
- Remove the new ribbon cassette from its packing.
- If necessary, remove the transport fixture (red paper strip).

Caution! Make sure you do not crease or tear the ribbon when inserting it. This prevents breaking of the ribbon.

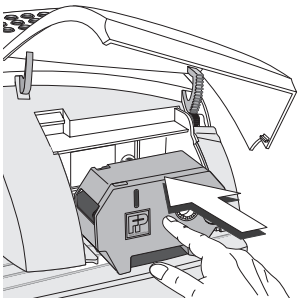
Make sure the edges of the ribbon do not fold over. Creased ribbons are thicker and prematurely fill the used ribbon spool.



- Tensioning the ribbon. Turn the white ribbon spool in the direction of the arrow.

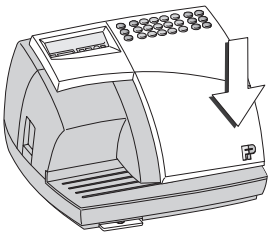


- Place the ribbon cassette on the letter receiving tray with the ribbon facing downwards.



- Push in the ribbon cassette carefully to the stop. The ribbon cassette must slide easily into the holders in the cassette compartment.

Labels attached to the letter receiving tray and the inside of the cassette compartment provide additional information about changing the cassette.



- Close the flap. The catch snaps in audibly.
- Acknowledge the message with the (C) key.

12 Error messages and tips for helping yourself

Caution! Do not remove any parts of the housing. Only have maintenance and repair work done by qualified personnel authorized by Francotyp-Postalia. Failure to do so will result in voiding of your warranty and loss of your postal licence. You will be liable for any damages.

You can eliminate minor faults and problems with the Optimail yourself. In this chapter you will find help and tips for eliminating and avoiding faults.

12.1 Error messages – device faults

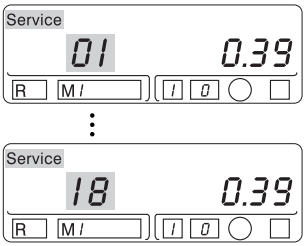
The self-diagnosis system of the Optimail gives you information about the respective operating state.

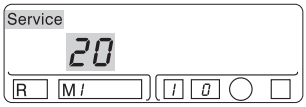
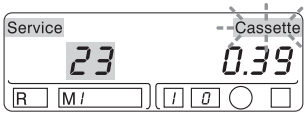
Acoustic signal

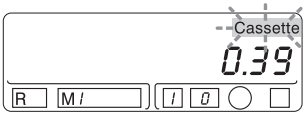
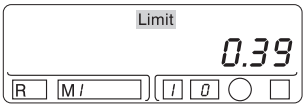
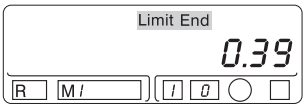
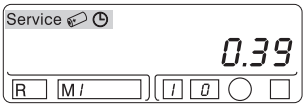
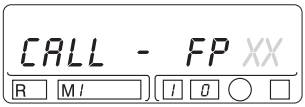
An acoustic signal is issued in the case of operating errors. The Optimail does not accept the input/ action.

Error messages in the display

The Optimail signals errors and warning with the corresponding error messages in the display. You will find an overview of the error messages and what to do in the event of a fault in the following list.

Error message	Possible cause and remedy
	"Service" without error code/without other symbols: Next service is due.
	"Service" + two-digit error code For the error codes **01** to **18**: Always call Service!

Error message	Possible cause and remedy
	Error code **19** appears for a limited time: Values are stored incorrectly in the account memories. Delete all the account information or call Service (↗ Chapter 5.3).
	Error code **19** appears and Optimail is locked: Call Service!
	Switch off the Optimail, wait briefly and switch back on. If the fault is not eliminated after switching on and off several times, call Service.
	If error code **21** appears when switching on: A letter was already inserted when switching on. Remove the letter. Confirm the error messages with the C key. If the error cannot be eliminated like this, call Service.
	**Caution! Jam!** Do not remove the jammed letter by force. The ribbon could tear. **Always clear a mail jam like this:** Press any key (**except** the key C!) or switch off. The Optimail releases the letter. Remove the letter. Then check the ribbon cassette. Remove the ribbon cassette and tighten the ribbon if necessary (↗ Chapter 11.2).
	If there is no mail jam, the ribbon cassette is empty. Press the key C – the Optimail terminates printing and ejects the metered letter. Changing the ribbon cassette (↗ Chapter 11.2).

Error message	Possible cause and remedy
	No ribbon cassette inserted or the ribbon cassette is defective. Insert ribbon cassette (Chapter 11.2). Acknowledge the error message with the (C) key.
	The flap of the ribbon cassette compartment is not closed properly. Close the flap. Acknowledge the error message with the (C) key.
	Low postage. The limit for the low postage warning is set at the factory for $ 100.00. Load new postage soon (Chapter 7).
	No postage. The set postage value cannot be metered. Load new postage (Chapter 7).
	Call Service. **Caution!** The Optimail can only be used for another 3000 meter imprints or 3 months and then locks automatically.
	Call Service. **Caution!** The Optimail can only be used for another 3000 meter imprints or 3 months and then locks automatically.
	Last postage loading was too long ago. Load postage. For detailed information, see page 24.

12.2 Error messages – TELESET

If an error occurs during loading of postage, an error code is displayed. There are two types of errors:

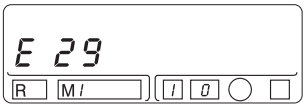
– Temporary problems with establishing connection Error code starts with the letter “C”.

– Errors which lead to the loading process being aborted. Error code starts with the letter “E”.

“C” codes

The connection to the TELESET data center is only temporarily disturbed. The procedure is repeated automatically up to 3 times.

Error message		Correction by		
Code	**Cause**	**User**	**TELESET data center**	**Servicing dealer**
C 13	Link disrupted.	●		●
C 18	Line quality too poor.			●
C 14 **C 23** **C 39**	Processing in TELESET data center not possible at present (maintenance work).		●	
C 26 **C 29**	Modem has not received dial tone (Telephone line not connected?).	●		●
C 27 **C 28**	TELESET data center busy or does not answer.	●	●	
C 31	Telephone number has changed. Call will be repeated automatically with new number.			●



“E” codes

Error codes starting with the letter “E” signal abortion of the remote value setting. The two-digit error number indicates the cause.

Proceed as follows:

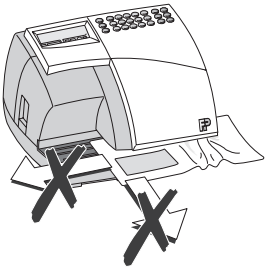
- Acknowledge the error message with the (C) key.
- Eliminate the cause of the error yourself or call the TELESET data center or Service. Please observe the notes in the table below.
- Start loading postage again.

Error message		Correction by		
Code	**Cause**	**User**	**TELESET data center**	**Servicing dealer**
E 16	Wrong dialing procedure. Modem not operating.			●
E 24 **E 25**	Modem not operating or defective.			●
E 17 **E 19** **E 20**	Internal error.			●
E 21	Loading procedure terminated by operator.	●		
E 29	Connection could not be set up within 70 seconds.			●
E 30 **E 32** **E 46**	Processing not possible in TELESET data center.		●	
E 33	Postage meter unknown in TELESET data center.		●	

Error message		Correction by		
Code	**Cause**	**User**	**TELESET data center**	**Servicing dealer**
E 34	Postage meter not registered with TELESET data center.		●	
E 35	Postage meter not yet approved by TELESET data center.		●	
E 36	Postage cannot be called up by postage meter.		●	
E 37	Loading amount exceeds postage available.	●	●	
E 38	Postage account denied.		●	
E 40 **E 41** **E 42**	Postage register not correct.			●
E 43	Impermissible postage amount.	●		
E 44	Maximum total loaded postage reached.			●
E 50 **E 51** **E 52**	Wrong PIN number.			●
E 99	Internal error.			●

12.3 Tips for helping yourself

Problem	Possible cause and remedy
Blank display.	No power connection. Check whether the power cable is plugged in correctly and the Optimail is switched on (keylock in horizontal position).
Date and/or time incorrect.	Reset the date and/or time (↗ Chapter 8.1 and 8.2).
Endorsement cannot be set.	Your Optimail is set to the ‘0.00’ meter type, i.e. it displays the postage in full cents. When configured like this, the Optimail cannot print endorsements. To switch to the ‘0.000’ meter type, please contact Francotyp-Postalia.
	Your Optimail has no endorsements available. Please contact the Francotyp-Postalia for retrofitting.
Gaps in the imprint / irregular imprint.	Difference in thickness in the imprint area (especially when metering letters containing several sheets). Before imprinting, knock the upper edge of the envelopes against a smooth underlay. Please note information on page 17.
	Meter the empty envelope or use FP labels.

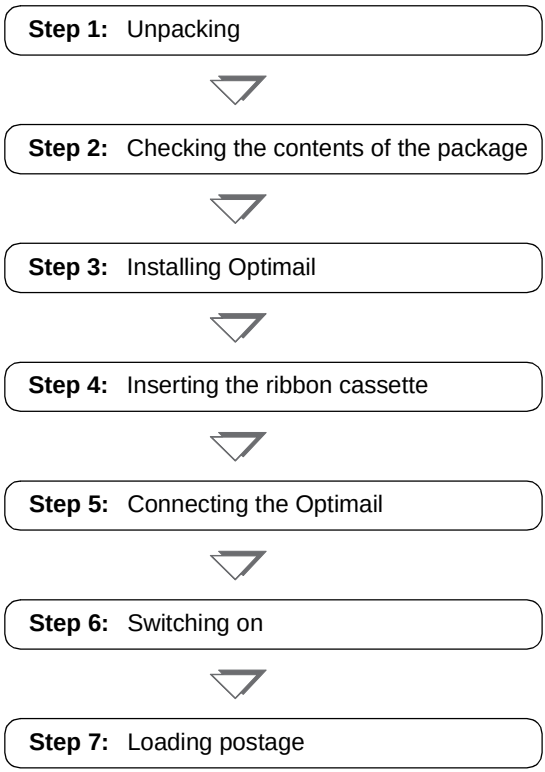
Problem	Possible cause and remedy
Letter jammed / mail jam. 	**Caution! Jam!** Do not remove the jammed letter by force. The ribbon could tear. **Always clear a mail jam like this:** Press any key (**except** the key C!) or switch off. The Optimail releases the letter. Remove the letter. Then check the ribbon cassette. Remove the ribbon cassette and tighten the ribbon if necessary (↗ Chapter 11.2).
Optimail blocked.	Switch off the Optimail. Wait briefly and switch back on.
Metering not possible.	Account M0 is set. No metering can be performed on account M0. Set an account between M1 and M9.
	No postage available (display: Limit End). The set postage value cannot be metered. Load new postage (↗ Chapter 7).
	Scales function is switched on (display: ⚖) but no postage scale is connected. Disable the scales function with the ⚖ key.
Metering not possible. Repeated 'beeping' and flashing of the DATE symbol when switching on.	Built-in clock stopped. Set the date (↗ Chapter 8.1) and time (↗ 8.2). If this does not work or if this problem occurs repeatedly, please contact Service.

Problem	Possible cause and remedy
…when using a postage scale	
Optimail does not accept the postage value determined by the postage scale.	The interface cable is not connected correctly. Check whether the interface cable is plugged and screwed into both devices correctly.
	Data transmission is faulty. Switch off the Optimail and the postage scale, wait briefly and switch back on.
	Optimail is not ready to receive data from the postage scale. On the Optimail: Press the ⚖ key. On the postage scale: Remove the mailpiece from the weighing tray and place it back on the tray again.
	The postage scale is not set up properly for operation with the Optimail. Read the operator manual of your postage scale.
Endorsement is not set automatically / is not correctly set by the postage scale.	The postage scale is not set up properly for automatic endorsement setting (e.g. automatic endorsement setting is switched off). Read the operator manual of your postage scale.
	There is no suitable endorsement for the dispatch setting.

Instructions for installation

The following overview lists the operating steps for installing the Optimail.

Overview


Step 1: Unpacking
Step 2: Checking the contents of the package
Step 3: Installing Optimail
Step 4: Inserting the ribbon cassette
Step 5: Connecting the Optimail
Step 6: Switching on
Step 7: Loading postage

The individual operating steps are described in detail on the following pages.

Step 1: Unpacking

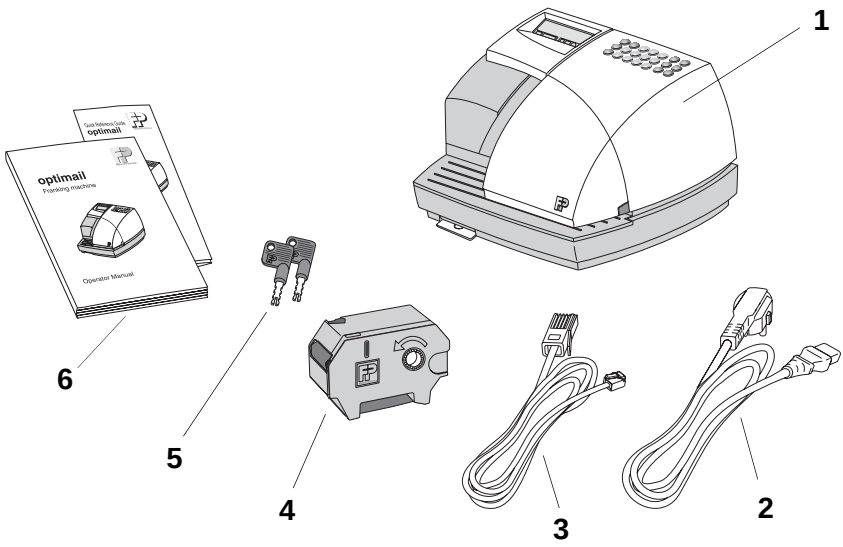
- Open the top of the box.
- Lift the Optimail carefully out of the box.
- Remove the packing shells from the right and left.
- Remove the Optimail from the protective foil.
- Unpack the accessories.

Do not throw away the packaging. Use it again when you need to transport the Optimail or send it in to Service.

Step 2: Checking the contents of the package

Warning! Do not start operating the Optimail if parts are damaged or missing. Please contact Francotyp-Postalia.

- Check that the contents of the package are complete and free from any damage.



Scope of delivery:

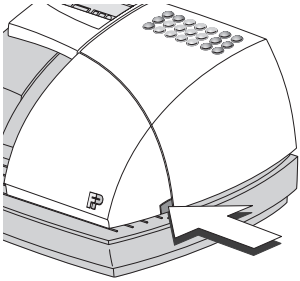
1 Optimail postage meter
2 Power cable
3 Phone cable
4 Ribbon cassette
5 Keys, 2
6 Operator Manual and Quick Reference Guide

For the TELESET procedure you will receive a PIN (Personal identification number) from Francotyp-Postalia to authorize your Optimail.

Step 3: Installing Optimail

- Choose an installation site with the following ambient conditions:
  - Room temperature 50 °F to 104 °F/10 °C to 40 °C (The best printing quality is achieved at a room temperature of 59 °F to 95 °F/15 °C to 35 °C.)
  - No direct sunlight
  - Power socket in the immediate vicinity.
- Place the Optimail on a firm, level, horizontal base.

Step 4: Inserting the ribbon cassette

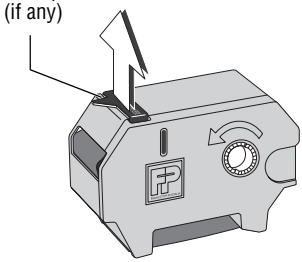


- Open the flap of the ribbon cassette compartment by lightly pressing the release key.

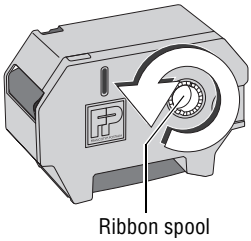
The flap swings up automatically.

Caution! Make sure you do not crease or tear the ribbon when inserting it. This prevents breaking of the ribbon.

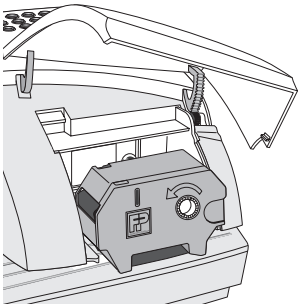
Make sure the edges of the ribbon do not fold over. Creased ribbons are thicker and prematurely fill the used ribbon spool.



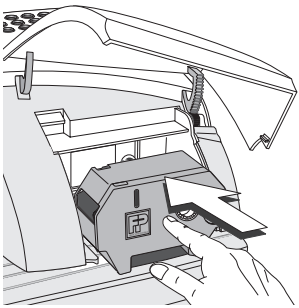
- Remove the new ribbon cassette from its packing.
- If necessary, remove the transport fixture (red paper strip).



- Tensioning the ribbon. Turn the white ribbon spool in the direction of the arrow.

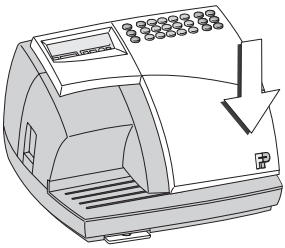


- Place the ribbon cassette on the letter receiving tray with the ribbon facing downwards.



- Push in the ribbon cassette carefully to the stop. The ribbon cassette must slide easily into the holders in the cassette compartment.

Labels attached to the letter receiving tray and the inside of the cassette compartment provide additional information about inserting the ribbon cassette.

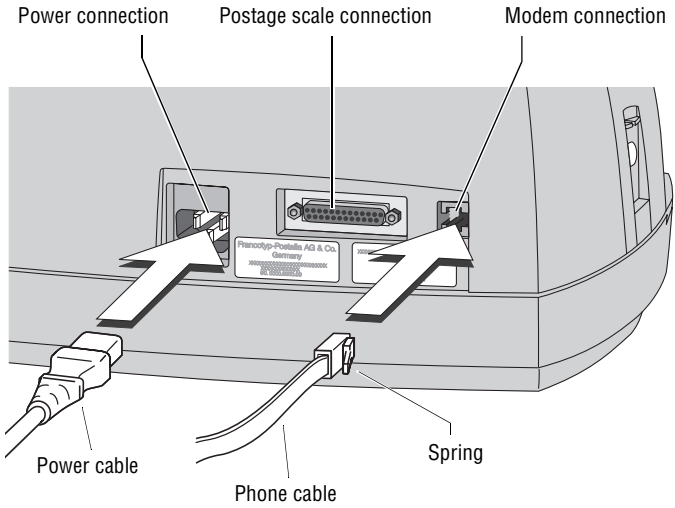


- Close the flap. The catch snaps in audibly.

Continue with step 5.

Step 5: Connecting the Optimail

Warning! Only use power and phone cables provided with the Optimail or approved by Francotyp-Postalia.
Make sure that connecting cables are not damaged. Connect the Optimail to a grounded single-phase power socket only. Make sure your office power supply conforms to the power requirements shown on the serial number plate of the Optimail.



Power cable

- Plug the power cable plug into the mains socket. The mains socket is at the rear of the Optimail.
- Plug the mains plug into a grounded single-phase power socket.

Phone cable

- Plug the phone cable into the Optimail's modem socket. The modem socket is at the rear of the Optimail. The spring on the plug must be facing the side panel.
- Connect the phone cable to the telephone socket.

The Optimail is configured for one of the following types of connection to the telephone line according to your order.

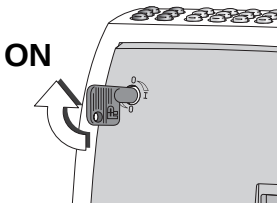
– **Main line** with DTMF dialing method (Dual Tone Multifrequency)

– **Extension** with dual tone multifrequency (DTMF) dialing method – outside line seizure with digit "0" and pause

You will find further information about the connection types and setting the outside dialing parameters for the built-in modem on page 59.

Step 6: Switching on

Caution! When you move the Optimail from a cold environment (i.e. below 50 °F/10 °C):
Wait at least 2 hours before starting the postage meter. The Optimail adapts to room temperature. Any condensation evaporates.



Switching on

- Insert the key provided in the keylock on the back of the Optimail.
- Turn the key to the horizontal position (I = ON).

Self-test The display shows a dash running from the right to the left side. This is concluded with two beeps. Now all segments of the display will briefly illuminate, followed by another beep. The current date is then displayed.

After about 18 seconds, the self-test is completed. The Optimail will beep again and the postage value display appears.

Step 7: Loading postage

Before you can meter letters with the Optimail for the first time, you have to load a certain postage amount into your Optimail (at least $ 10). Read Chapter 7 on page 24 to find out how to load postage.

We will gladly provide support for installing and commissioning your Optimail.
Simply contact our Service.

Setting the outside dialing parameters for the modem

The outside dialing parameters for the modem are set for your telephone connection before the Optimail leaves the factory (according to your order).

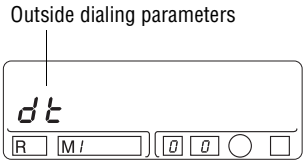
You can check the programmed outside dialing parameters and reset them if you change your telephone connection. The following examples show the procedure for the four typical connection types.

Example 1:
Main line with dual tone multifrequency dialing (DTMF)

Main line: You do not have to dial a digit (e.g. ‘0’) or press the R key to dial into the public telephone network (outside line seizure).

You will recognize dual tone multifrequency dialing from the audible ‘tones’ when dialing.

This is how you set the outside dialing parameters:



Enter PIN (Personal identification number)

Press 5 20 50 key

Press Set key

Press C key (delete)

Press key (set “t”)

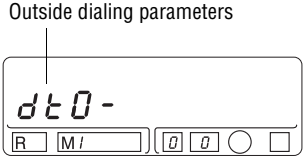
Press Set key (save)

Example 2:
Extension with dual tone multifrequency dialing (DTMF)
Outside line seizure with digit ‘0’ and pause

Extension: You have to dial a digit (e.g. ‘0’) to dial into the public telephone network.

You will recognize dual tone multifrequency dialing from the audible ‘tones’ when dialing.

This is how you set the outside dialing parameters:



Enter PIN (Personal identification number)

Press 5 20 50 key

Press Set key

Press C key (delete)

Press key (set “t”)

Press 0 key (set “0”)

Press HP key (set pause “-”)

Press Set key (save)

Glossary

Incoming mail stamp

Additional Optimail function – the Optimail prints date and time on your incoming mail. You can print the incoming mail stamp on envelopes up to a thickness of 0.2" (5 mm) or directly on documents.

Labels

Special self-adhesive labels which you can meter and stick onto your mail.
Necessary for large, heavy and thick mail pieces.

Use only double labels from Francotyp-Postalia for the Optimail (two labels on one backing sheet)

Meter imprint

Metering mail for carrying by the U.S. Postal Service.

When metering, the Optimail prints among other things the indica, the postage value, the date and the machine identification on the envelope.

An advertisement and an endorsement can also be printed.

Modem

Electronic unit built into the Optimail which enables exchange of code numbers and desired postage amounts over the telephone line.

Personal Identification Number (PIN)

You will receive a Personal Identification Number (PIN) for your Optimail from Francotyp-Postalia. The PIN is your authorization to load postage by the TELESET method.

TELESET

Postage meter accounting system of the Francotyp-Postalia. The Optimail and the Teleset data center exchange value specifications via modem when loading postage which release the desired postage amount.

TELESET data center (TDC)	Data center of Francotyp-Postalia. Postage is released and accounts managed. The Teleset data center is at your service 24 hours a day via the built-in modem.
Trial run (Zero imprint)	Meter imprint with the postage value ‘0’ (zero imprint). This enables you to check the settings for the meter imprint.

Technical data

Dimensions	12.6" x 7.5" x 11.4" (width x height x depth) (320 mm x 190 mm x 290 mm)
Weight	13.45 lb. (6.1 kg)
Power supply	115 V AC / 60Hz (as shown on the serial number plate)
Mains current	max 0.6 A
Power consumption	90 W (in sleep mode: 6 W)
Protection rating	I
Fuse	slow blow 0.63 A
Display	LCD
Printing process	thermal printing process
Accounting process	TELESET (via modem)
Equipment	– integrated modem – battery buffered system clock – 25-pole port for connecting postage scale (RS-232) – up to 9 adverts – up to 9 endorsements – incoming mail stamp function – account function for 9 accounts – printing of account information and register values – high postage warning – low postage warning
Ambient conditions	50 °F to 104 °F (+10 °C to +40 °C) do not expose to direct sunlight recommended for optimum printing quality: 59 °F to 95 °F (+15 °C to +35 °C)
Noise emission	L_{WA} <70 dB (workplace-related)

Ribbon cassette	up to 1,600 imprints without advert storage at 32°F to 89.6°F (0°C to +32°C), do not expose to direct sunlight
Mail piece specifications	thickness up to 0.2" (5 mm) self-adhesive labels from Francotyp-Postalia, minimum label size 1.77" x 5.12" (45 x 130 mm)

A

Account *3*
- account ‘M0’ *19*
- changing *16*
- current *11*
- delete information *21*
- reset piece counter to zero *21*
- reset postage used counter to zero *21*
- set for metering *16*
- show number of meter imprints *19*
- show postage used *18*
- total postage used by all *19*

Account function *18*
- evaluate *18*
- recording the postage costs *18*

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- close print mode *4*
- print *20*
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Available postage warning
- current limit *22*

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Back to metering mode *4, 33*

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- input *4, 11*
- load postage *27*
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Clearing a mail jam *42, 48*
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- phone cable *56, 57*
- postage scale *8*
- power cable *56*

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- hide date *15*
- of the meter imprint *15*
- set *28*
- show date *15*

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Dual tone multifrequency dialing *57, 59, 60*

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- general tips *47*
- when loading postage *44*
- when metering *41*
- when using a postage scale *49*

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- change limit *30*
- message *12*
- metering *12*
- show limit *22*

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Every Optimail is thoroughly checked before leaving the factory. Should any faults occur in spite of our extensive quality control, please contact Francotyp-Postalia help line.

Our main office will be pleased to tell you the address of your local servicing dealer.

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